IN THE CLAIMS

Please amend the claims as follows:

Claim 1 (Currently Amended) A network system, comprising:

a user apparatus configured to provide ~~a~~ an initial request for information to an information providing apparatus ~~and a user identifier~~, the initial request ~~does~~ not ~~identify~~ identifying the user apparatus, and to separately generate a ~~the~~ user identifier that identifies the user apparatus;

the information providing apparatus being configured to transfer the initial request to an information relaying apparatus; and

~~an~~ the information relaying apparatus being configured to receive the initial request transferred by the information providing apparatus and the user identifier from the user apparatus and to generate a customer number based on the transferred initial request[[;]] ~~and~~, wherein

~~an~~ the information providing apparatus is further configured to,

receive ~~the request and~~ the customer number from the information relaying apparatus[[,]] along with information related to the request ~~the~~ that has been entered by the user ~~information relaying~~ apparatus,

~~establish~~ request a communication path between the information providing apparatus and the user apparatus, the communication path being established by the information relaying apparatus, and

communicate with the user apparatus through the communication path ~~between the information providing apparatus and the user apparatus~~.

Claim 2 (Canceled)

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Claim 3 (Currently Amended) A network system as set forth in claim 1, wherein

said information providing apparatus provides information by a web page having a

predetermined object configured to be used for <u>initially</u> requesting said information by

operating the object, and

said user apparatus accesses said web page and <u>establishes</u> ~~requests~~ said <u>initial request</u>

<u>for information</u> ~~from said information providing apparatus~~ using the predetermined object.

Claim 4 (Currently Amended) A network system as set forth in claim 3, wherein said

predetermined object performs processing for inputting data relating to said <u>initial</u> request for

said information in said user apparatus in a first state that cannot be viewed by said information

providing apparatus and for ~~transmitting~~ <u>transferring</u> said data to said information relaying

apparatus in a second state that cannot be viewed by said information providing apparatus.

Claim 5 (Previously Presented) A network system as set forth in claim 4, wherein said

predetermined object indicates that said predetermined object performs said processing in the

first or second state.

Claim 6 (Previously Presented) A network system as set forth in claim 4, wherein said

predetermined object is encrypted by said information relaying apparatus and substantially

provided in said information providing apparatus.

Claim 7 (Canceled)

Claim 8 (Currently Amended) A network system as set forth in claim 4, wherein said

information providing apparatus searches for a person suitable for responding to said

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information related to said request based on said information related to said request and notifies

the information related to said request to said person.

Claim 9 (Currently Amended) A network system as set forth in claim 8, wherein

the information providing apparatus requests said information relaying apparatus to

establish a voice communication path as said communication path, and

said information relaying apparatus secures the voice communication path as said

communication path between said information providing apparatus and said user apparatus.

Claim 10 (Currently Amended) A network system as set forth in claim 1, wherein

the information providing apparatus requests the information relaying apparatus to

establish a voice communication path as said communication path between the information

providing apparatus and the user apparatus, and

said information relaying apparatus establishes a real time voice communication path

as said communication path between the information providing apparatus and the user

apparatus.

Claim 11 (Currently Amended) A network system as set forth in claim 8, wherein

said information relaying apparatus stores the information related to the request, and

after a predetermined identifier identifies related information requests stored in information

relaying apparatus, the related information requests being related to the information related to

the request, performs predetermined statistical processing on the information related to the

request and the related information requests so as to provide a statistical result, and analyzes

the statistical result so as to provide an analysis result.

Claim 12 (Currently Amended) A network system as set forth in claim 11, wherein said information providing apparatus determine one or both of a configuration of said information providing apparatus and deployment of persons for handling said information related to the request based on the analysis result.

Claim 13 (Currently Amended) A method of communication between an information providing apparatus and a user apparatus, comprising steps of:

initially generating a request for information at an information providing apparatus from the user apparatus, the initial request not identifying the user apparatus;

transferring the initial request not identifying the user apparatus from the information providing apparatus to an information relaying apparatus;

sending information related to the request and a user identifier identifying the user apparatus from the user apparatus to a the information relaying apparatus after the transferring step;

generating a customer number based on the user identifier at the information relaying apparatus;

sending the information related to the request and the customer number to the information providing apparatus from the information relaying apparatus;

the information providing apparatus requesting the information relaying apparatus to establish a communication path between the information providing apparatus and the user apparatus after the the information providing apparatus receives the information and customer number sent by the information relaying apparatus; and

establishing the requested communication path between the information providing apparatus and the user apparatus.

Claim 14 (Currently Amended) A method of communication as set forth in claim 13, wherein

said user apparatus accesses a web page provided by the information providing apparatus through a network and uses a predetermined object for <u>initially</u> requesting said information provided in the web page so as to <u>initially</u> request said information from the information providing apparatus, and

said predetermined object inputs input information relating to the request in a first state that cannot be viewed by said information providing apparatus and ~~transmits~~ <u>transfers</u> the input information to said information relaying apparatus in a second state that cannot be viewed by said information providing apparatus.

Claim 15 (Canceled)

Claim 16 (Previously Presented) A method of communication as set forth in claim 13, wherein said user identifier includes one or both of an IP address and telephone number of the user apparatus.

Claim 17 (Canceled)

Claim 18 (Currently Amended) A method of communication as set forth in claim 13, wherein said information providing apparatus searches for a person suitable for responding to said <u>information related to the</u> request based on said <u>information related to the</u> request and notifies said <u>information related to the</u> request to the person.

Claim 19 (Currently Amended) A method of communication as set forth in claim 13,

wherein

said information providing apparatus requests, by telephone, communication by voice

to ~~as~~ said ~~information relaying apparatus~~ requested communication path; and

said information relaying apparatus secures a voice communication path between said

information providing apparatus and said user apparatus as said requested communication

path.

Claim 20 (Currently Amended) A method of communication as set forth in claim 13,

wherein

said information providing apparatus requests, by telephone to the information relaying

apparatus, communication by voice ~~to~~ as said ~~information relaying apparatus~~ requested

communication path; and

said information relaying apparatus requests a real time voice communication path

between said information providing apparatus and said user apparatus as said requested

communication path.

Claim 21 (Canceled).

Claim 22 (Currently Amended) An information relaying apparatus comprising:

a user apparatus including means for ~~receiving~~ generating an initial request for

information and for providing the initial request to an information providing apparatus from ~~a~~

the user apparatus, the initial request not identifying the user apparatus, and a means for

separately generating a user identifier and information particulars as to the initial request ~~from~~

~~a user apparatus~~, the ~~request not identifying the user apparatus and the~~ user identifier

identifying the user apparatus;

the information providing apparatus including means for transferring the initial request received from the user apparatus to an information relaying apparatus;

the information relaying apparatus including means for generating a customer number based on receipt of said initial request transferred from said information providing apparatus, means for receiving the user identifier and information particulars from the user apparatus, and[[;]] means for transmitting said ~~converted request for information~~ customer number, said information particulars ~~and the user identifier~~ to the ~~an~~ information providing apparatus as a request for communication, and means for identifying the user apparatus based upon a customer number received from the information providing apparatus;

the information providing apparatus further including means for receiving ~~a~~ the request for communication from said information ~~providing~~ relaying apparatus, ~~the request for communication including the customer number~~[[;]] and means for ~~identifying the user apparatus based on said received request for communication; and~~ requesting the information relaying apparatus to establish ~~means for establishing~~ a communication path between the information providing apparatus and the user apparatus responsive to said means for receiving.

Claim 23 (Canceled)

Claim 24 (Previously Presented) An information relaying apparatus as set forth in claim 22, wherein the customer number is randomly generated.

Claim 25 (Previously Presented) An information relaying apparatus as set forth in claim 22, wherein

the customer number is generated based on a predetermined rule, and

the means for identifying uses the predetermined rule to identify the user apparatus.

Claim 26 (Currently Amended) An information relaying apparatus as set forth in claim 22, further comprising:

means for storing identification information comprising the request[[,]] the user identifier[[,]] and the customer number.

Claim 27 (Currently Amended) An information relaying apparatus as set forth in claim 26, wherein

said means for identifying detects the identification information and identifies the user apparatus based on said identification information and said customer number received from said information providing apparatus.

Claim 28 (Currently Amended) An information relaying apparatus as set forth in claim 26, further comprising:

means for storing a plurality of information particulars associated with a respective plurality of requests from the user apparatus; and

means for analyzing the plurality of requests information particulars.

Claim 29 (Currently Amended) An information relaying apparatus as set forth in claim 28, wherein

said means for storing the plurality of information particulars associated with a respective plurality of requests stores time information relating to time of occurrence of each of the respective plurality of requests, and

said means for analyzing analyzes said time information using the time as an indicator.

Claim 30 (Canceled)

Claim 31 (Previously Presented) An information relaying apparatus as set forth in

claim 22, wherein the communication path includes a network, a telephone line, a network

telephone function through a network, or any combination thereof.

Claims 32-35 (Canceled)

Claim 36 (Previously Presented) A network system as set forth in claim 9, wherein the

voice communication path includes a telephone line.

Claim 37 (Previously Presented) A network system as set forth in claim 10, wherein the

real time voice communication path includes a telephone line.

Claim 38 (Previously Presented) A network system as set forth in claim 19, wherein the

voice communication path includes a telephone line.

Claim 39 (Previously Presented) A network system as set forth in claim 20, wherein the

real time voice communication path includes a telephone line.

Claim 40 (Currently Amended) An information relaying apparatus comprising:

a first receiving unit configured to receive an initial request for information transferred

from an information providing apparatus, and a user identifier and particular information

related to the request from a user apparatus originating the initial request to the information

providing apparatus, the <u>initial</u> request ~~does~~ not ~~identify~~ <u>identifying</u> the user apparatus, and the

user identifier identifying the user apparatus;

a generating unit configured to generate a customer number based on the user identifier

<u>received from the user apparatus</u>;

a transmitting unit for transmitting said <u>particular information related to the</u> request and

said customer number to an information providing apparatus;

a second receiving unit configured to receive a request for communication <u>with the user</u>

<u>apparatus</u> from the information providing apparatus, the request for communication including

the customer number;

an identifying unit for identifying the user apparatus based on the customer number

included in the request for communication so as to provide an identification result; and

an establishing unit configured to establish a communication path between the

information providing apparatus and the user apparatus based at least on the identification

result.